NOVAPPLE Newsletter

$1.75

VOLUME VII - NUMBER 8 NORTHERN VIRGINIA APPLE USERS GROUP OCTOBER 1987

## "OUR NEW PRO-NOVAPPLE CONFERENCE SYSTEM **"

By Dave Harvey

For little over a year or more, we have been using Universal Bulletin Board System software to run our BBS. This software was originally written by Les Kay and David Sugar. They sold the rights to this software to a company that has gone out of business and no support is now available. As a result, as time goes on we find more and more bugs with no relief in sight. In addition, there is no longer any upgrade paths available with new features.

So naturally, we started looking around for some BBS software to take it's place. What we finally found is a remote access system that hopes to offer to our members not only a BBS system but some other services as well. This system is call ProLine Conference System and is written by Morgan Davis and marketed by Legend Software a "loose association of Apple programmers who have pooled their resources and efforts to bring their ideas and products to fellow Apple computer owners and enthusiasts. You might recall this is the same company that sells the Extended Command Processor and other reasonable price programs.

The ProLine System was designed after the structure of a computer operating under the UNIX operating system. This allows for the most flexible implementation available for a remote communications system as well as allowing users who use the system all the file handling capabilities of this operating system. This operating system has proven to be an excellent environment for networked mail, public conferences and private electronic mail.

The ProLine system has been designed to offer the user signing on to the system, a novice mode and a expert mode. In both modes, access to the standard features such as electronic mail, the conferences and file downloads are available.

Before I get into giving some details of this interesting and exciting new system, I think it will help to explain what a some of the special terms associated with UNIX operating systems. One such term is CSH. Which stands for Command Shell Interpreter. This is a central program around which all other programs revolve. It is often called an interpreter shell, which freely translated means that it is a catalyst between you, the user, and the commands and functions of the rest of the system. Some of the features of the shell include being able to read a line of commands from the user and interpret them in order to perform a built-in function, or select a system program from disk to manage the request. The shell is also the "glue" which makes programs stick together. For example, when a disk-based program quits, it returns back to the shell.

So the expert and novice modes I was talking about earlier, are really two different shells. Each operates independently from each other, but each has some disk-based programs in common. In each case, when the programs are quit, they return to the shell that "launched" them. A good analogy might be the various "program selectors" such as ProSel, Mousedesk and Catalyst. With these programs you no longer have to type in long pathnames to run a program and when you exit from the program you are running, the program selector brings you back to it so you can make another selection.

CONTINUED ON PAGE 6.

## "NEW GS UPGRADE ANNOUNCED--"

From John Wesner

The following was downloaded from the Clinton Computer BBS- All Apple //GS owners take note.

SERVICE NOTE
APPLE IIgs VIDEO GRAPHICS CONTROLLER & ROM UPGRADE

Beginning August 1, 1987 two free customer component upgrades will be available for the Apple IIgs. The new Video Graphics Controller (VGC) corrects video display problems that may occur in double hi-res and standard text mode. The new ROM corrects some minor bugs and provides enhancements for future software releases.

Units produced through mid January 1987 have VGC and ROMS that should be replaced. All units produced from mid January through mid June 1987 should have ONLY the ROM replaced. Customers should have both upgrades performed at the same time if required.

To identify which units need to be upgraded, check the first 3 NUMERIC characters of the serial number on the bottom of the unit. Units with 704 or higher need the new ROM installed. Units below 704 need both the VGC & ROM. Units with 725 or higher do not require either of these upgrades.

THAT ENDS APPLES COMPUTER'S MESSAGE

If you are trying to identify which category your IIgs falls into remember to ignore the letter at the beginning of the serial number. Only the first 3 NUMBERS are used.

Clinton Computer does not have either the new VGC or ROMs instock yet. I ordered the first group of ROMs and VGCs today. I have no projected arrival date. I will post a message here as soon as the chips come in.

If you want to see which chips these are you can open you machine and check. I am assuming that you know how to open the IIgs. REMEMBER FIRST----TURN the IIgs OFF and UNPLUG it.

If you don't know how to get the power supply out don't mess with it. I would much rather just replace the chip or chips for you instead having to charge you for repairing your computer.

The ROM is located at position I-9 and is labelled UI10. As the letter I is under the power supply and the number 9 is under the front edge of the computer it would be faster to look for UI10 near the center of the logic (mother) board. The old ROM is labelled 344-0077-A.

The VGC chip is under the power supply at position H-3 and is labelled UH2. The old VGCs are either:

| Vendor | Number |
|---|---|
| AMI | 344S0046-1 |
| AMI | 344S0046-A |

Again the serial number will tell you all you need to know to decide which upgrades to ask about. If you open your IIgs please be careful.

--NoVA83

DISCOUNTS

APPLE

# SPECIAL OF THE MONTH:

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**⊙ DENOTES NEW ITEM**

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# Clinton Computer

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Clinton Computer, the Metro area's largest independent retail computer dealer, now has five stores -- in Clinton, Rockville and Laurel, MD, and in Vienna and Alexandria, VA. We are authorized dealers for Apple™ microcomputers at all five locations.

In addition, our Clinton and Alexandria stores are authorized IBM™ Personal Computer dealerships. We also sell printers, monitors, software, supplies, and service.

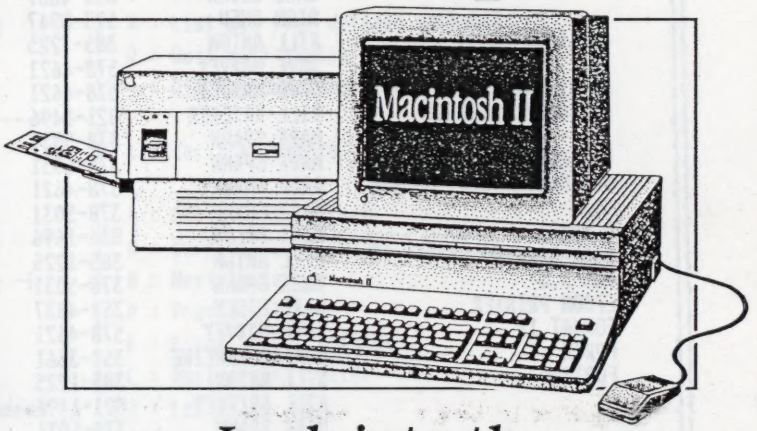
*Clinton Computer's Old Town Alexandria Store*

The company also operates a huge 3600-square-foot service and repair facility in Clinton, with satellite repair shops at the Laurel, Vienna, Rockville and Alexandria stores.

Clinton Computer was founded in 1978 by co-owners Art Lundquist and Chuck Perilli. It began as a two-man consulting firm on the fourth floor of an office building and has grown into a multi-million-dollar retail business.

**DISCOUNT POLICY FOR NOVAPPLE MEMBERS**

CLINTON COMPUTER offers NOVAPPLE members a 25% DISCOUNT OFF THE LIST PRICE on all non-allocated Apple brand peripherals (no CPU's), software and AppleCare. For upgrades, the 25% discount applies to both the parts and normal labor rate. Discount is available to persons who have been NOVAPPLE members for at least 3 months. Discount cannot be applied retroactively. NOVAPPLE members need to present their cards up-front. No phone or mail orders, please. Discount cannot be used in combination with other promotions. Products on allocation from Apple are excluded from this offer. Clinton Computer reserves the right to change this policy at any time.




## Look into the New Macintosh II

The new Macintosh™ II. There's a lot to look into. And it's easy. Just lift off the cover, and you're inside a whole new world. A world that makes it simple for you to adapt, expand, upgrade, and configure the Macintosh II to meet *your* needs. And with color, too!

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Come in and take a close look at the new Macintosh II. There's a lot more to it than meets the eye -- inside and out!

## Training Available

Clinton Computer offers a comprehensive training program on both Apple™ and IBM™ microcomputers. Classes, currently scheduled through October, include New Owners' Workshops, Mac Graphics, AppleSoft BASIC, AppleWorks, Lotus 1-2-3, Microsoft Works and more!

For registration information, contact Paula Majerowicz at our Laurel location -- 953-1110.

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# THE HOT - LINE !!

THE NOVAPPLE HOTLINE IS A LIST OF VOLUNTEERS WHO HAVE AGREED TO ANSWER YOUR QUESTIONS BY PHONE. PLEASE DO NOT CALL AFTER 10PM EST. PASS UPDATES TO ERINE PHILIPP IN WRITING OR CALL HIM AT HOME AT 379-7190.

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|---|---|---|
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| APPLE PIE WORD PROCESSOR | GABOR LAUFER | 765-4539 |
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| APPLEWRITER ][ | BILL ANTON | 385-1225 |
| | DAVE HARVEY | 578-4621 |
| ASCII EXPRESS | DAVE HARVEY | 578-4621 |
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| C-LANGUAGE | MARK SPAHN | 378-5031 |
| COMMUNICATIONS, Modems | DAVE HARVEY | 578-4621 |
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| D BASE | NICK VELOS | 836-1696 |
| DISK BACK-UP | BILL ANTON | 385-1225 |
| DOS 3.3 | MARK SPAHN | 378-5031 |
| EPSON PRINTER | CARL EISEN | 354-4837 |
| FORMAT II | DAVE HARVEY | 578-4621 |
| FORTH | DAN HOLDGREIWE | 354-3561 |
| FORTRAN | BILL ANTON | 385-1225 |
| | BILL KRIEGER | 821-1496 |
| | MARK SPAHN | 378-5031 |

| SUBJECT | NAME | PHONE |
|---|---|---|
| GAMES | GABOR LAUFER | 765-4539 |
| INVESTM'T PGMS/STOCKS | MARK PANKIN | 524-0937 |
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| | TOM LUCAS | 321-9593 |
| | JIM THORNBURG | 750-1367 |
| OPS RES/MGT SCI | MARK PANKIN | 524-0937 |
| PASCAL | BETSY ROBINSON | 354-8459 |
| PFS : FILE | TOM LUCAS | 321-9593 |
| PFS : REPORT | TOM LUCAS | 321-9593 |
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| PROWRITER PRINTER | BILL KRIEGER | 821-1496 |
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| SUPERTEXT | NICK VELOS | 836-1696 |
| THE ACCOUNTANT | MARK PANKIN | 524-0937 |
| VISI FILE | ELLIOT FOX | 780-4403 |
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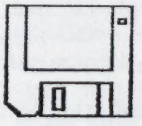
| WORDSTAR | MARK SPAHN | 378-5031 |

YOU MAY LEAVE ANY QUESTIONS ABOUT THE ABOVE OR ON ANY OTHER ITEMS ON THE BULLETIN BOARD. IF YOU ARE INTERESTED IN JOINING THE HELP - LINE, PLEASE CONTACT ERINE PHILIPP.

## "NOVEMBER'S DISKS OF THE MONTH ****"

By Pat Herlands



For Appleworks Users Only: Domestic.Works - a compilation of Apple works templates for the home. This disk includes templates for a home budget, wine cellar inventory, grocery list, home storage and more.

For our GS owners, we have just received an updated version of Diversi-Copy which will make a one-pass copy of 3.5 disks with sufficient memory. A must for a one-drive system. In addition, this disk includes Diversi-Cache which really speeds up the 3.5 disk I/O process, and Diversi-Key which adds Keyboard marco and mouse control to ANY program, including Appleworks with Pinpoint. These programs are shareware, which means that if, after trying them, you decide to continue using them, the programmer requests payment for each. Further information about shareware is on the disk itself.

We also have two interesting demo programs for commercial software that may be of interest. The first is Pro Term , by Checkmate. This terminal program has an Appleworks-type format for easy access to all its many features. This may prove to be a great program for first-time modem users and old hands alike. The second new demo we have in our library is Smart Money from Sierra. If you are in the market for a comprehensive financial management program, you might want to give this a try.

--NoVA

## "IIGS Hidden Desk Accessory"

Here is something you can do with the Apple IIGS that you may not find in any of the manuals:

Get the Apple IIGS into BASIC. From the BASIC prompt, enter the Monitor by typing CALL -151. Then type =e and press Return, then FF/1800X and press Return. [Make sure you type in a LOWER case "e".] Next, type Control-C and press Return, bringing you back into BASIC.

Now access the Control Panel (with a Command-Control-Escape keypress). You'll see a new desk accessory called Memory Peeker!

--NoVA

PRO-NOVAPPLE SYSTEM — COMMAND LIST QUICK REFERENCE CARD

MAIN COMMAND [Command: ]

C = Conference System
M = Mail (Read Mail)
S = Send (private mail)
D = Data Library
W = Who (user list)
T = Time
N = News files
P = Page SysOp
E = Exit to csh*
I = Info about the system
B = Bye (hangup)

* = Registered users only

CONFERENCE SYSTEM [c: ]

N = Next conf - (C/R) also
J = Join a conference
R = Resign from a conf
S = Show info
 S)how L)ist of conferences
 S)how U)nread msg summary
 S)how J)oined conferences
 S)how I)nfo on a conference
 S)how C)lipboard file
Q = Quit conference system
B = Bye (hangup)
- = Display time and date

READ COMMANDS [r: ]

A = Add (post) a new message
B = Back to last read message
C = Comment (reply) to <msg>
D = Delete <msg> (yours only)
H = Headers <msg>
J = Join a topic in this conf
Q = Quit this conf/topic
N = Next unread msg - (C/R) also
O = Original msg of a comment
R = Resign from this conf
S = Skip to <msg>

W = Where am I?
X = Send <msg> using XMODEM
- = Display date and time

<msg> arguments

C = Last accessed msg
N = Next, current msg + 1
P = Previous, current msg -1
F = First message
L = Last message
A = All messages
O = Original msg of a comment
U = Unread messages
3 = Message number 3
-3 = Messages from 1 to 3
3- = Messages from 3 to end
3-9 = Messages from 3 to 9

ADD MSG COMMANDS [a: ]

I = Input, add more text
L = List the message
E = Edit the message
S = Save the message
Q = Quit, cancel message
C = Clear and start over
M = Merge clipboard or
    original message

SEND MAIL COMMANDS [s: ]

I = Input, add more text
L = List the letter
E = Edit the letter
S = Send the letter
Q = Quit, cancel letter
F = File, append a file to ltr
W = Word wrap ON/OFF
V = List msg variables
C = Cc, send Carbon Copies
B = Bc, send Blind Copies

MISCELLANEOUS COMMANDS

? = Help, show command list - from any prompt
^D = Logout, hangup from rsh or csh command prompts

MAIL SYSTEM [m: ]

H = Print <letters> one line headers
L = List all your letters
N = Display the next letter
P = Display the previous letter
T = Type <letters>
S = Send a letter
F = Forward <letters> to others
C = Send comment (reply) to <letters>
D = Delete <letters>
M = Move <letters> to a file
U = Undelete <letters>
V = List all your defined variables
Q = Quit mail system
- = Display date and time

<letters> arguments

A = All of the letters
C = Current (Last letter typed) or (C/R)
N = Next letter
P = Previous letter
F = First letter (oldest)
L = Most recent letter
2 = Letter no. 2
2-9 = Letters 2 thru 9 (inclusive)
-9 = First letter thru letter 9
2- = Letter 2 thru the last letter
T = Type <msg>

EDITOR COMMANDS [e: ]

A = Add text to end of buffer
C = Change part of <lines>
D = Delete <lines>
F = Find <pattern>
I = Insert text at <line>
L = List <lines> with numbers
P = List <lines> w/o numbers
R = Read a file into buffer
Q = Quit, SAVE changes
X = Exit, CANCEL changes

<lines> arguments

A = All lines
F = First line
L = Last line
. = (period) Last accessed line
3 = Line number 3
-3 = Lines from 1 to 3
3- = Lines from 3 to end
3-9 = Lines from 3 to 9

NEW PRO-NOVAPPLE FROM PAGE 1.

The novice or user-friendly shell is called the restricted shell or RSH for short. You arrive at this shell when you first sign on to the system. This program selector is for use of those callers who are first time users or have not signed on to the system in a long time. It requires a minimum amount of knowledge about how the overall system works. It will accept single-key commands which will select a variety of programs to execute. It's very easy to be overwhelmed by the system when first signing on, so I will cover only some of the more important one-key commands that you would be likely to use:

? -- The most important key on your keyboard! When you press this key, you instantly get a menu of available commands. Use this key anywhere in the system. It's very useful.

C -- Enter the Conference System. Here's the place all the discussion goes on as well as certain "read only" areas that are used for information about the system.

M -- This puts you into the private message system. You might want to go to this part if you would like to send a private message to another user of the system, such as the System Administrator or SYSOP.

D -- Go to the Data Library. This is the upload/download area, where you can upload and download files. (Both program and text files.)

B -- Goodbye, hangup. To exit the system use this command.

One thing that I had to learn when connected to a ProLine system was always pay attention to what prompt the system is displaying. Each area of the system displays a different symbol to the user. The following are some of the main prompts for the various parts of the system. Remember! Type "?" when in doubt!:

You can think of the next two prompts as the top a command tree. Prompts after these two can be reached from both of them.

command: -- The restricted shell prompt or novice mode. You'll see this prompt when first signing on.

%: You are now in the C-Shell or expert mode of the system. If you accidentally get into this mode, just type "rsh" to get back to the more familiar territory of the novice mode.

c: Conference prompt. This prompt is displayed when you issue the "c" command from the restricted shell. This area is equivalent to the sub boards of our old BBS system that this system replaces.

So now you have an idea of roughly what the main parts of the system consist of. So let's run through a typical sign-on procedure that you would follow.

First, dial the Pro-Novapple telephone number. This would be (703) 352-5842. When the system answers, you will see the following:

```
Proline [pro-novapple] - Falls Church VA
For Public access use "guest"
log-in:
```

At this point the system will wait for you to type in the word "guest" (without quotation marks).

It will then ask you what city and state you are calling from. After that it will then direct you to first read the learn conference (i.e. Tutorial conference) by typing the "c" command. After entering the learn conference, you can then hit the return key to go through all the messages in the learn conference. There are about 9 messages in the learn conference. When you get to the last message in the conference, if will give you details on how to get a permanent account. It might look something like this:

Members:

To get a permanent account here on Pro-Novapple you must sign off now by typing "q" and then "b" and then sign on again using the user id of "register".

Non-members:

To be a permanent user of this system you must be a member of the Northern Virginia Apple Users Group. If you're not a member, call (301) 898-4005 to have an information packet containing info about us and an membership application blank.

So you then hang up and redial the system and specify "register" when the system answers. You are asked a series of questions about yourself ending with you having to pick a "log-in name" for yourself. This is just a shorthand way of how you want to be identified to other users on the system. The system will actually suggest a name for you. You can use the suggestion or make up your own.

So you've finally picked a name to be known as on the system and have picked a password as well, just like on other BBS systems. You're asked to confirm what you've picked. At this point, you will see the "command:" prompt. At this point, you could hit your "?" key and get a list of commands available or you could issue the "c" command to get into the conferences.

The conferences, as I mentioned above, are equivalent to the sub boards on our old BBS. Like on our old BBS, you might not be interested is some of the conferences, so the system gives you a chance to tell it what conferences you are interested in by letting you "join" a conference. All this means is that the next time you sign on, you will be given details on what new messages have been put up since the last time you were on. You will not be given info on conferences you have no interest in.

At the time of writing this article, we had not decided on what conferences to have on the system. So after pressing "c", you should type "s)how l)ist" to get a list of conferences. Once you've looked over the list, you can then Join a conference by typing "j)oin conferencename", where conferencename is the name of the conference you're interested in. This will bring you into the conference and by hitting subsequent returns, you can go through all of the unread messages in that conference. When you get to the last message, you will be sent back to the main conference prompt "c:". At this point you could type "bye" to terminate your current session and hangup. Or, you could join another conference and read it's unread messages.

I've attempted with this article to just give an overview of the system. There are many areas of the system that you'll want to know more about as you become familiar with the system and have used it for a while.

--NoVA

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## "WHY PRO-NOVAPPLE?"

By Dave Harvey

Elsewhere in this issue is a short tutorial of our new telecommunications system. This system replaces our previous BBS.

But, you might ask yourself the question, why would I want to access this conference system. I get the Novapple newsletter, I attend some meetings and I've purchased some of the public domain software from the disk library. The purpose of this article is to try and answer that question.

A few years ago, purchasing a modem for your computer was an expensive undertaking. Modems at that time ran hundreds of dollars just for one of the cheaper 300 baud modems. If you want to spend money on a high speed modem operating at 1200 baud, you could expect to pay over $600 or more for it. But over the past few years the prices of modems have been dropping drastically. A good quality 300 baud modem can now be had for less than $100. One reason, I'm sure for this drop in price is the increased demand for modems by computer owners.

One of the first uses that computer owners used their modems for was the on-line services such as The Source and Compuserve. They called up these services to get the latest information about their computers, such as what bugs had been uncovered in their favorite software and to seek technical help with their computers. They might have accessed one of the on-line systems to get information about a particular health problem. The modem turned out for them to be a window. A window into a user group, a conference where all the experts met, a place where the user could meet people with like interests. But soon, many users found that they were getting large bills for connecting to these on-line commercial services, so they started to investigate electronic Bulletin Board Systems, or BBS for short. At present there are now thousands of BBS's through out the country, many of them very specialized in one particular area of interest, such as holistic health, AIDS, psychic phenomena and science fiction.

But enough generalities, what sort of information is available on our own system?

First, there are public domain programs. These programs often are the same programs that are available in our own disk library available at meetings but might be a much later version of the program, just recently downloaded from some other system.

There might be the latest fonts for use with various graphics programs on the Apple IIGS and the Macintosh. The Data Library on Pro-Novapple are arranged by subject matter and key word, so if you are interested in a program related to AppleWorks, you could use that keyword to search for programs or text files relating to that popular program.

Second, you'll find the latest information we've received from Apple. About a year or more ago, Apple Computer established an office within Apple called the User Group Connection. This office was to be the main point of contact between Apple Computer and the various Apple user groups throughout the country. Since that office was formed, there have been literally hundreds of pounds of information mailed to Novapple from Apple. Much of this information is now in our disk library or hard copy library. On Pro-Novapple you can find what has been sent to us and what is now available for checkout in our hardcopy library. The types of information we've gotten so far varies widely-- all the way from Video tapes, to technical notes to large coffee table books. Much information is available on-line where you don't even have to check out the hard copy from our library, you can just download it into your own computer. The monthly Apple User Group Connection newsletter "QUICK CONNECT" is one example.

Third, there is technical help available to everyone. A popular part of our meetings is the question and answer sessions. This is carried over to Pro-Novapple with various conferences set up by subject matter. Dialogs between members about the latest software or hardware upgrades are a major benefit to joining in on the discussions there. One recent example is that the notice to dealers about ROM upgrades for the Apple //GS first showed up on our BBS. This ROM is mentioned elsewhere in this issue.

Lastly, in addition to the above, there is also news and other information that has been obtained from the commercial on-line services such as Compuserve. Most of this information has been downloaded from the Apple Users Group or the MAUG forum on Compuserve. Such things as newsletter articles from other user groups around the country - press releases from third party developers.

CONTINUED ON PAGE 8.

# SCHEDULE OF UPCOMING EVENTS

REGULAR GENERAL MEMBERSHIP MEETINGS

1st Saturday -- Room 110 or 120, Bisdorf Bldg, Alex Campus NoVA CC - 10:00 AM
3rd Wednesday -- Room No.1, FAIRLINGTON COMMUNITY CENTER
3300 S. Stafford Street in Arlington - 7:30 PM

| | | | | | |
|---|---|---|---|---|---|
| Saturday | Oct | 3 | 10:00 AM | NVCC | Communications Basic |
| Wednesday | Oct | 21 | 7:30 | FCC | Apple GAMES! |
| Saturday | Nov | 7 | 10:00 AM | NVCC | Appleworks |
| Wednesday | Nov | 18 | 7:30 PM | FCC | Bulletin Boards BBS' |
| Saturday | Dec | 5 | 10:00 AM | NVCC | ** CHRISTMAS APPLE PARTY ** |
| Wednesday | Dec | 16 | 7:30 PM | FCC | Apple Catch-All... |

## WHY PRO-NOVAPPLE FROM PAGE 7.

One of the areas I have not touched on is the wealth of commands available to do file manipulation on the system and other sophisticated operations. To learn more about the system a whole users manual is available to all users of the system. To download this manual, the "man" command is available in the C-Shell (at the % prompt). This command when issued will print out the manual or parts of a manual that goes into detail about each command available. Just use one of the following commands:

man -- This will print out the titles of the various sections of the manual.

man * -- This will print out the whole manual all sections.

man title -- This will print out only a specific section of the manual where title is the title of that particular section.

That about covers the new Pro-Novapple system. Remember, when you first sign on the system, use the user name of "guest" with a password of "_____". This will walk you through the system and enable you to learn about being a permanent user of the system.

Return -- The second most important key on your keyboard. This key is especially useful when reading a series of items such as a long list of messages. It lets you look at the next one in the series.

W -- Who is on the system. This command gives you a list of the users of the system. Gives you their abbreviated name, as used in headers of messages, as well as their full name.

T -- Show the connect time statistics. This displays various statuses about your connect time. The current time, the time you logged in, and the previous log-in time are shown, along with other information about your usage of the system.

N -- See news files. This are special files that contain important news items.

P -- Page the system manager. This rings a bell on the computer to alert the manager that someone wants to chat with him.

E -- Exit from the restricted shell. This puts you in the expert mode. If you type this command by mistake, type "rsh", to get back to the "user-friendly shell".

I -- Information about the system. Printed out here will be the details of what hardware is being run for the system and well as other technical details of the system.

--NoVA&

## "YOUR SYSTEM HAS NOISE"

By Bill Noel

Your system has noise!! Ever heard that from one of your users? Of course you have. And did you have a problem? Most likely not. If you had a noisy line then all your calls would have been noisy. Then where is the problem? It is in what is known as the trunking network.

The Trunking Network is a series of lines and trunks that connect switching offices. All offices do not have direct trunks, so they are routed through a connection office. Sometimes these trunks operate on copper cable, sometimes on T-Carrier, and sometimes on the Fiber Optic cables that are currently being installed. Any one of these methods can cause data problems. In fact, any carrier system can cause one way data errors. That is, the BBS can be seeing errors and the user does not see them, or vice versa. The latter problem makes your user know for sure that your BBS is in trouble.

Trunking Network problems are the most difficult problems to solve. Southern Bell does not train their Repair Clecks to handle trunking complaints. What you should do when you experience data problems to a certain exchange is listen to a quiet line into that office. Try to describe the problem in terms of steady noise, "popping," "frying," "other people on the line", etc. Tell the repair clerk that you always have this type of problem when calling the 457 exchange when calling from the 999 exchange. Tell her this is a trunking problem and to please relay the report to Trunking Maintenance. Never tell her that you have a data problem.

Southern Bell does not guarantee data transmission on non-conditioned lines. (However, a non- conditioned line that meets all of their normal residential service requirements will support data up to 2400 baud with very little problems).

Remember that when you buy a cheap modem, you get a cheap modem. Why was it cheap? Because they left things out like noise filters! Keep that in mind when you buy.

But what if you are really having trouble on your line? Be careful before calling Ma Bell with a complaint. If you are not paying them the $1.00 service charge for the House Wire Maintenance, they will hit you with about $35.00 per hour to fix the problem, or even if they don't fix it but prove it was your fault.

The mini-jacks located in your house can cause you a lot of noise problems. They get all kind of things in them like smoke, grease, animal hair, and dust. These things cause the contacts to corrode. Corrosion causes noise. If you have an OHM meter and the technical skill to use it, lift the house wire from the terminals and check for high resistance shorts in your house with all of your modems and phones removed from the jacks.

Noise problems can also come from the carbon blocks located in the small grey box located where the phone lines enter your house. Normally this condition will appear after an alectrical storm or high winds when there may have been currents flowing on the phone lines. These devices belong to the phone company and you should not mess with them.

I hope this will shed some light on the subject of noise for you.

--NoVA&

# NOVAPPLE DISK LIBRARY
## CATALOG/ORDER FORM

The NOVAPPLE DISK LIBRARY contains public domain software for the APPLE ][ computers. The disks in the catalog are available to members of NOVAPPLE for a copying charge of $2.00 per disk with a blank exchange disk, or $4.00 without an exchange disk. Disks may be ordered in advance of any meeting by notifying the disk librarian to insure availability of the desired title. Most disks are available at all meetings for immediate sale, subject to prior demand. Orders by mail should include this form and must contain a check for the total amount due.

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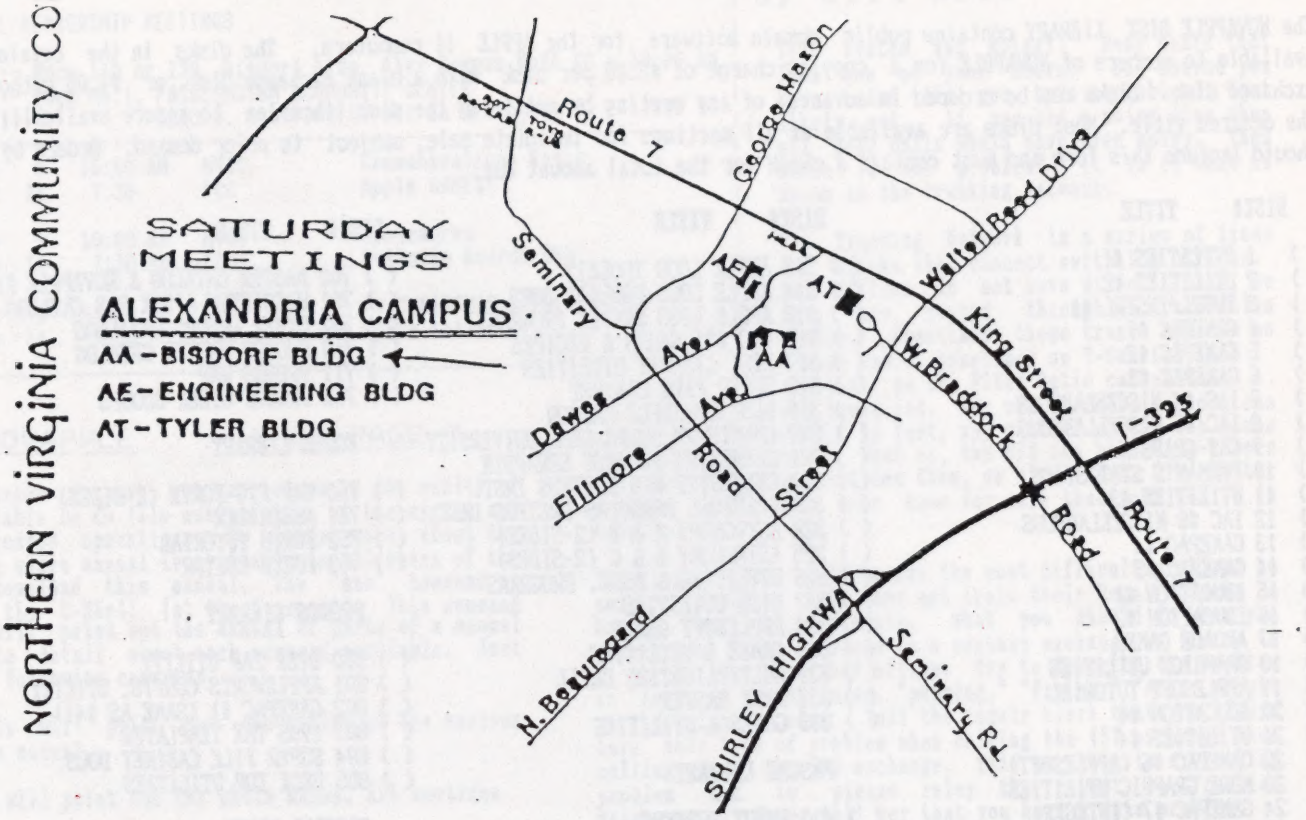


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